

Ordering of Red Hat Enterprise Linux for PRIMERGY Support and Subscriptions

Issue December 22, 2008
Product Red Hat / Red Hat Linux

Pages 6

In addition to the Red Hat Linux OEM products (subscriptions), Fujitsu Siemens Computers offers a uniform product-related service offering for Red Hat Enterprise Linux on PRIMERGY servers across EMEA.

Content

1	Red Hat Enterprise Linux product structure	1
1.1	Subscriptions	1
1.2	Software services (support)	2
2	Sales regulations	2
3	Red Hat Enterprise Linux Services	3
3.1	Red Hat Enterprise Linux Server for up to 2 CPU sockets PRIMERGY Servers	3
3.1.1	Standard Support (5x9h)	3
3.1.2	Premium Support (7x24h)	3
3.2	Red Hat Enterprise Linux Advanced Platform for all PRIMERGY Servers	4
3.2.1	Standard Support (5x9h)	4
3.2.2	Premium Support (7x24h)	4
4	Registration of the subscriptions and services	4
5	References	5

1 Red Hat Enterprise Linux product structure

The offer for the Red Hat Enterprise Linux is divided into the following product classes:

- Subscriptions (supply of software corrections and upgrades by Red Hat)
- FSC Linux support (Service Packs)
- After registration (see below) electronic media kits can be downloaded from Red Hat Network.

All the products applied to Red Hat Enterprise Linux 5 comprise the virtualization technology XEN which is integrated in this version.

1.1 Subscriptions

The Red Hat Enterprise Linux (RHEL) can be purchased from Fujitsu Siemens Computers as an OEM product in a server-based subscription model according to the Red Hat product structure and based on FSC service offers.

The temporarily limited subscriptions can be used for all versions of Red Hat Enterprise Linux on all PRIMERGY models which are released for it and at the same prices. These subscriptions authorize the downloading and deployment of patches and service packs up to and including the new versions that Red Hat makes available for Red Hat Enterprise Linux. With the purchase of a Linux subscription customers receive a software key, which enables the necessary registration in the Red Hat portal.

1.2 Software services (support)

In addition to the Red Hat Linux subscriptions, it is absolutely necessary for 1st and 2nd level support to also be ordered. For this purpose Fujitsu Siemens Computers offers a uniform product-related service offering for Red Hat Enterprise Linux on PRIMERGY servers across EMEA.



Whereas subscriptions are used to supply patches, fixes and upgrades (including version upgrades), support comprises the provision of customer support by telephone or on a remote basis in the event of errors. Here customers receive telephone consulting and competent diagnosis of their problem, which can be efficiently provided - especially by directly accessing the system concerned.

With Linux support we offer - as known from other product segments - services with short reaction times. The service times range from 9x5 to 7x24 hours. 9x5 and 7*24 are offered as service times. Reaction time (time from call acceptance through to call-back by the support specialist) is 2 or 4 hours.

The service is only available for released hardware from Fujitsu Siemens Computers. Support is provided in German and English. With purchase of a Linux service product customer receives an activation key that enables the necessary activation with Fujitsu Siemens Computers services.

If a fault cannot be resolved directly through telephone consulting or remote support, it is escalated to the Fujitsu Siemens Computers development department or to Red Hat (3rd level support). Here the contractor will then cooperate with 3rd level to bring about fault elimination or a workaround. To this end, set Service Level Agreements (SLAs) have been stipulated with Red Hat.

The customer needs the Red Hat Enterprise Linux subscription registered on the web pages of Red Hat in order to get access to current patches and updates.

Benefits of the full service offering:

- o Centralized and competitive Linux service & support offering for all regions in EMEA
- o With an existing subscription support can also be ordered later.
- o A central contact point for the complete PRIMERGY Linux offering
- o Supports increases in productivity through efficient approaches to solving problems
- o Strategic business relationships and support agreements with important software partners
- o Long-term customer loyalty

2 Sales regulations

According to our Red Hat OEM contract the following regulations must be observed for the purchase of subscriptions:

- o Generally all products described below may only be used on released and certified FSC hardware.
- o Initially subscriptions may only be purchased together with the hardware on which they are to be used. They are offered with terms of 1 and 3 years. Since these products are version-independent, it makes economic sense to opt for multiple years. The three-year products are offered for 2.5 times the price for a single year.
- o In case of hardware replacement subscriptions may be transferred from the old to the new hardware.
- o **Renewal products:** All subscriptions available as software options (L numbers) may only be verifiably used **for the renewal of already existing, shortly expiring subscriptions.**
- o According to OEM regulation for each Red Hat Linux subscription, which only comprises Red Hat level 3 support, additional level 1 and level 2 support from the Fujitsu Siemens service price list is **mandatory**, as otherwise the handling of Linux customer problems is not possible.
- o The service products are not tied to the purchase of hardware. However, a valid subscription must always exist for the whole service period.

3 Red Hat Enterprise Linux Services

3.1 Red Hat Enterprise Linux Server for up to 2 CPU sockets PRIMERGY Servers

3.1.1 Standard Support (5x9h)

	Order number 1 year term	Order number 3 years term
Initial Subscription		
Red Hat Enterprise Linux up to 2 CPU sockets, 5x9 I3 support for all platforms, 1 server	S26361-F2346-E211	S26361-F2346-E212
Mandatorily coupled Service Pack		
Service Pack Classic software service, 4h reaction time, 5x9, central service delivery remote for Red Hat EL (1 server with up to 2 CPUs)	FSP:G-SP1SS60PRRH2	FSP:G-SP3SS60PRRH2
Renewal Subscription		
Red Hat Enterprise Linux up to 2 CPU sockets, 5x9 I3 support for all platforms, 1 server (renewal)	S26361-F2346-L211	Not available - Please use 1-year subscription!
Mandatorily coupled Service Pack		
Service Pack Classic software service, 4h reaction time, 5x9, central service delivery remote for Red Hat EL (1 server with up to 2 CPUs)	FSP:G-SP1SS60PRRH2	Not available - Please use 1-year service pack!

3.1.2 Premium Support (7x24h)

	Order number 1 year term	Order number 3 years term
Initial Subscription		
Red Hat Enterprise Linux up to 2 CPU sockets, 7x24 I3 support for all platforms, 1 server	S26361-F2346-E213	S26361-F2346-E214
Mandatorily coupled Service Pack		
Service Pack Classic software service, 4h reaction time, 7x24, central service delivery remote for Red Hat EL (1 server with up to 2 CPUs)	FSP:G-SP1SS63PRRH2	FSP:G-SP3SS63PRRH2
Renewal Subscription		
Red Hat Enterprise Linux up to 2 CPU sockets, 7x24 I3 support for all platforms, 1 server (renewal)	S26361-F2346-L213	Not available - Please use 1-year subscription!
Mandatorily coupled Service Pack		
Service Pack Classic software service, 4h reaction time, 7x24, central service delivery remote for Red Hat EL (1 server with up to 2 CPUs)	FSP:G-SP1SS63PRRH2	Not available - Please use 1-year service pack!

3.2 Red Hat Enterprise Linux Advanced Platform for all PRIMERGY Servers

Compared to the Server Products Red Hat Enterprise Linux Advanced Platform (AP) can be used for all PRIMERGY Servers (especially for RX600) with enhanced virtualisation and high availability functionality. Detailed differences between Server and Advanced Platform are described under <http://www.redhat.com/rhel/server/compare/>

3.2.1 Standard Support (5x9h)

	Order number 1 year term	Order number 3 years term
Initial Subscription		
Red Hat Enterprise Linux AP for all platforms, 5x9 I3 support, 1 server	S26361-F2346-E201	S26361-F2346-E202
Mandatorily coupled Service Pack		
Service Pack Classic software service, 4h reaction time, 5x9, central service delivery remote for Red Hat AP (1 server with up to 32 CPUs)	FSP:G-SP1SS60PRRH3	FSP:G-SP3SS60PRRH3
Renewal Subscription		
Red Hat Enterprise Linux AP for all platforms, 5x9 I3 support, 1 server (renewal)	S26361-F2346-L201	Not available - Please use 1-year subscription!
Mandatorily coupled Service Pack		
Service Pack Classic software service, 4h reaction time, 5x9, central service delivery remote for Red Hat AP (1 server with up to 32 CPUs)	FSP:G-SP1SS60PRRH3	Not available - Please use 1-year service pack!

3.2.2 Premium Support (7x24h)

	Order number 1 year term	Order number 3 years term
Initial Subscription		
Red Hat Enterprise Linux AP for all platforms, 7x24 I3 support, 1 server	S26361-F2346-E203	S26361-F2346-E204
Mandatorily coupled Service Pack		
Service Pack Classic software service, 4h reaction time, 7x24, central service delivery remote for Red Hat AP (1 server with up to 32 CPUs)	FSP:G-SP1SS63PRRH3	FSP:G-SP3SS63PRRH3
Renewal Subscription		
Red Hat Enterprise Linux AP for all platforms, 7x24 I3 support, 1 server (Renewal)	S26361-F2346-L203	Not available - Please use 1-year subscription!
Mandatorily coupled Service Pack		
Service Pack Classic software service, 4h reaction time, 7x24, central service delivery remote for Red Hat AP (1 server with up to 32 CPUs)	FSP:G-SP1SS63PRRH3	Not available - Please use 1-year service pack!

4 Registration of the subscriptions and services

The keys required for registration in the Red Hat Network are supplied on the subscription documents. These documents also contain detailed information on how to register hardware in the Red Hat Linux subscriber portal: www.redhat.com/now. For Linux services activation must be performed according to the information supplied by Fujitsu Siemens Computers.

5 References

You can find information on Linux at FSC at: <http://www.fujitsu-siemens.com/linux>

Red Hat Linux references: https://partners.fujitsu-siemens.com/com/products/servers/primergy/opsys/linux/Pages/rhel_references.aspx .

The Technical Appendix for the service offers is to be found at
<http://my.fsc.net/sites/siw/Documents/TA-Red Hat Linux 2008-02-27 en.doc>

Please note the separate data sheets on hardware and SUSE Linux Enterprise Server.